



11-25-02

PATENTS  
108041-0012

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re The Application of: )  
Francesco Natalini et al. )  
Serial No.: 09/761,950 )  
Filed: January 17, 2001 )  
For: SYSTEM FOR MONITORING )  
AND SERVICING APPLI- )  
ANCES )

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JPM  
1903  
Examiner: J. West

Art Unit: 2857

Cesari and McKenna, LLP  
88 Black Falcon Avenue  
Boston, MA 02210  
November 22, 2002

"Express Mail" Mailing-Label Number: EL 736455949US

Honorable Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

AMENDMENT

In response to the Official Action dated July 5, 2002, please amend the specification and claims as set forth below. As required, clean versions of the specification paragraphs and claims that incorporate the amendments are attached.

In the Specification:

Please amend the paragraph that spans page 1, line 14 through page 2, line 5 as set forth below:

The preventive maintenance schedules set by the manufacturers are generally based on average usage, and thus, may not be applicable a given user. The user may, for example,  
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